

AGENDA ITEM 2

LAKE COUNTY COMMUNITY HEALTH CENTER GOVERNING COUNCIL October 23, 2014 Meeting Minutes

1. **Call to Order:** Governing Council Chairperson Robert Tarter thanked everybody for coming and called the meeting to order at 12:06 p.m. in the Board Room at 3010 Grand Avenue Waukegan, IL

Members Present

Frederick McConico
Dr. James Macrowski
Mary Ross-Cunningham
Robert Tarter
Dorothy Volkert
Patricia White
Cynthia Trujillo-Vargas

Staff Present

Tony Beltran, MBA, Executive Director
Jeanne Ang, MCRP, Director, Primary Care Services
Jerry Nordstrom, MBA, Director, Administrative Services
Robert Saqueton, MD, Medical Director, PCS
Denise Koppit, RN, MPH, Associate Director, PCS
Pam Riley, CPA, Finance Officer, Administrative Services
Kim Burke, MBA, Director Managed Care and Utilization Management
Diane Pelli, Business Manager, PCS
David McDermott, Grants Manager, PCS
Carolyn Waller, Media Specialist, Administrative Services
Muna Qureshi, Health Information Manager, Administrative Services
Douglas Kasamis, IT Manager, Administrative Services
Jean Mina, Executive Assistant, Primary Care Services

Members Excused

Richard Brown
Eula Crawford
Maria Elena Lara
Mary Ellen Radtke

Staff Excused

Omar Cockey, DMD, MPH, Dental Director, PCS
Sam Johnson-Maurello, LCPC, RDDP, Associate Director, BHS
Laura Schneider, Policy Analyst, Administrative Services
Mary Harris-Reese, RN, BS, MA, CQI Coordinator, PCS

2. Approval of Minutes:

A. September 25, 2014

Member Ross-Cunningham made the motion to accept the minutes from September 25, 2014. Member McConico seconded the motion. All in favor. None opposed. The motion carried and was approved.

3. **Public Comments to the Governing Council:** There were no visitors who spoke at this meeting.

4. **Executive Director's Report:** Executive Director Beltran gave an update on Ebola. Although a lot of the work is on the public health service area, ED Beltran wanted the board to understand how it affects the clinical staff. The protocol for those that are potential suspects who have travelled has been changed by CDC quite a few times. Our staff has been working through those changes. Our procedure is to contact the Communicable Disease program immediately. We are having daily conversations as an agency. There was an announcement yesterday from the CDC for monitoring those that have travelled. We have been coordinating with our Communicable Disease and our Emergency Preparedness on how those kinds of conversations will happen. We are working closely with the Chicago Department of Public Health and we having potential calls with IPHCA. One of the advantages of the mandatory monitoring or reporting in is the likelihood that someone who had travelled or is a potential suspect is greatly reduced. High risk travelers will be coordinated through O'Hare and will continue to be monitored.

There will be training for staff in the next couple of days. We are holding a series of conference calls for staff. The goal is to make sure staff is safe and they understand the protocols.

Member Macrowski asked if we are requiring the purchase of additional PPE (personal protective equipment). *Not at this point. With the kind of work we are doing with them, the basic PPE is appropriate. We will not be doing full assessments at our clinic sites. We will be coordinating with the Communicable Disease program.*

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5. Director of Primary Care Services Report: The following items were presented:

A. Items for Approval:

1. **Approval of Laboratory Contract Change:** The write-up consisting of details and description on this item was included in the packet. We are transitioning to a contractual model with Quest Diagnostics who will allocate 212 hours for phlebotomy and laboratory services. We have 7 FTE's that will be remaining from our LCHD/CHC laboratory staff. Vacant positions will not be filled and will be eliminated. HR and Purchasing were involved to ensure our contractual obligation.

Discussion, Q&A:

- Will the \$5 draw fee be for each patient? *Yes, for each uninsured patient. Quest will do the billing for patients who are insured.*
- Will we have the ability to draw blood for all the hours that we are open? *That is our goal, might not be likely in the beginning. Will the draws be onsite? Always processed and packaged and entered into the Quest system onsite. We still do point of testing for other tests like strep or pregnancy. Quest will only be doing blood draws.*
- How will sliding fee be affected? *Lab work is included in the (sliding fee) payment and there will be no additional charges.*
- Since these are Quest employees who will be working in our facility, are they covered under FTCA? *They will be covered by Quest. They cannot be covered under FTCA which does not allow coverage of non-employees.*

Member Macrowski made the motion to approve the addition to the current Quest Diagnostics Laboratory contract to include 212 hours of phlebotomy hours supplied by this vendor and a \$5 draw fee per individual uninsured patients. Member McConico seconded the motion. All in favor. None opposed. The motion carried and approved.

B. Approval of Grants

1. **Approval of \$26,500 in Grant Funding from Friends for Health Foundation:** The write-up consisting of details and description of this grant was included in the packet. With this grant, women's health and family planning clinic will be provided at the NSHC once a week. The services will be free for their clients.

Member Ross-Cunningham made the motion to approve the grant funding of \$26,500 from Friends for Health to support the supplies, equipment, and materials needed in adult women's health and family planning services for uninsured women at the North Shore Health Center. Member Trujillo-Vargas seconded the motion. Roll Call vote ensued: Aye Votes: Macrowski, McConico, Ross-Cunningham, Tarter, Trujillo-Vargas, Volkert, White. Naye Votes: None. The motion carried and was approved.

2. **Approval of \$713,000 Grant Funding from the Illinois Department of Public Health:** The write-up consisting of details and description of this grant was included in the meeting packet. The Health Department has received a grant from the Illinois Department of Public Health in the amount of \$713,000 that will be used to assist eligible Lake County residents in enrolling in new coverage options and affordability programs made available through the Affordable Care Act (ACA). The grant is projected to educate over 25,000 individuals about new health insurance options with over 8,300 individuals enrolling in a new health insurance program. The grant period is September 1, 2014-April 15, 2015.

Discussion, Q&A:

- Is this grant the same amount from the first one we received last year? Is this going to affect staffing? How are the salaries going to be covered if there is going to be less money for this year? *What we've done was to utilize contractual employees from temporary agencies. People applied through the vendor because these are short term (less than 6 months) positions. The grant also has the requirement that it be filled by navigators and there are only a handful of times when training is available so there needed to be*

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flexibility. We do have fewer navigators this year because of the funding and also the state placed a requirement this year that any navigator from our partner agencies must be full time employees for the period. Last year they allowed us to have pieces and parts of different people, this year they require a single dedicated employee for the position. That caused us to have a little change but we still have over sixty navigators.

- When the first grant came through, there was great concern on the part of several of the council members on minority hiring. Would it do us any good to have the chair send a letter to the sponsors saying that we hope and we encourage them to have the navigators be represented minority-wise and that there would be a balance? *It is certainly the council's prerogative to do so. This year we have been very purposeful in our outreach to make sure we are contacting the local associations in those communities so they become more attuned to minority hiring. A letter would be helpful.*
- Appreciate the letter that will be sent to the partners encouraging them to be mindful that there are segments in the Lake County community that are grossly under-represented and we are trying to have providers that look like all the population that are coming to the clinic but don't see certain people represented, but they are out there. Member McConico hopes he has given enough data and information to this council as a social psychologist and we will be mindful and do a lot for our public relations and to our community to make sure that they are not marginalized. We remain vigilant about trying to find these people who are out there.

The motion will be amended to include a letter to be written by staff and signed by Chair, sent to the partner agencies asking them to be mindful about hiring minorities in order to obtain well representation of ACA staff.

Member White made the motion to approve the grant funding of \$713,000 from the Illinois Department of Public Health allocated to various accounts in Primary Care Services for the assistance and enrollment of Lake County individuals in new health insurance options through the Affordable Care Act. Motion was further amended to add that the Governing Council Chair will write and send a letter to our partners and sponsors requesting a well-represented staff in terms of hiring candidates from a diverse group. Member Ross-Cunningham seconded the motion. Roll Call vote ensued: Aye Votes: Macrowski, McConico, Ross-Cunningham, Tarter, Trujillo-Vargas, Volket, White. Naye Votes: None. The motion carried and was approved.

C. Informational Items:

1. **Report on IPHCA 32nd Annual Leadership:** Member White attended the IPHCA conference in St. Louis. She attended several sessions and her overall opinion is that it was rich with content and helped her to have a better understanding of what we are doing here. Pat was excited to learn some things from the task force that we have been meeting on in terms of collections where she picked up some ideas for us. She also enjoyed the marketing session presented by Erie Health Center.

One of the things they talked about was the importance of decision makers, public relations and having synergy so that when you are rolling out your marketing plans you are able to hone in on what the goals are of the marketing plans. They talked about engine optimization, which Pat found fascinating – if somebody was searching for a health center online – maybe that is something that we need to work on. They talked about using words that you want to use on your search engine to be able to connect quickly to our website which will attract customers to our site. Pat had been talking about marketing and wanted to ask the question about needing to set ourselves apart, offer great programming and how we we do that job. One of the things she wants to know is how well we do our email updates. What about customer services? Appointment setting? *We have a call center but it is not large enough to support all sites so other sites take phone calls from our customers also.*

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We need to indulge in conversation with the people on our front lines to find out what they hear and what we need so they will do better. Pat thought they had very interesting things that we can try for our staff and patients if we are not doing so already. Our goal is to be the leader in serving the Lake County community in their healthcare needs and to become the number one place that is friendly to work at. Pat said we have a lot of things to work on and she thought the conference reinforced some of her thoughts.

It was a fun and a very big learning experience. Pat encourages everyone to attend.

D. Items for Future Meetings: None was discussed at this meeting.

- 6. Medical Director Report:** Dr. Robert Saqueton referred to the items on the monthly report included in the packet. Dr. Saqueton highlighted that we are working with Rosalind Franklin University on our Midlakes expansion so he met with Dr. Sarma who is a psychiatrist. We are hoping this psychiatrist's services will be a fantastic addition to this site. It will be very useful for Midlakes to have child and adolescent psychiatrist.

A. Approval of Healthcare Practitioner Privileging "Batch #88": The Personnel Committee has reviewed the credentialing and privileging of the following providers and has recommended approval from the Governing Council:

1. **Dr. Idries J. Abdur-Rahman, OB/GYN, contractual hours**
2. **Dr. Jamil Abdur-Rahman, OB/GYN, contractual hours**
3. **Hanju Wang, APN, FP, full-time hours**

Member Ross-Cunningham made the motion to approve the privileging of the above-mentioned practitioners. Member Macrowski seconded the motion. All in favor. None opposed. The motion carried and was approved.

B. Approval of Professional Staff Reappointment: The Personnel Committee has reviewed the reappointments of the following providers and has recommended approval from the Governing Council:

1. **Geeta Maker-Clark, MD – NSHC, Flex, Family Medicine, 4 years**

Member Ross-Cunningham made the motion to approve reappointment of the above-mentioned provider. Member Volkert seconded the motion. All in favor. None opposed. The motion carried and was approved.

The Personnel Committee met with two new psychiatrists who will be working at the Grand Avenue and Libertyville sites on different days of the week. Dr. Biana Kotlyar's privileging was approved by the Governing Council in July and Dr. Pavan Prasad's was approved in September.

- 7. Dental Director Report:** Dr. Omar Cockey is out on a well-deserved vacation this week. His dental director report was included in the meeting packet.
- 8. Finance Director Report:** Director of Finance Pam Riley presented the September 30, 2014 finance report which showed a deficit of \$143,404. This deficit is about one hundred thousand dollars improvement from August. The budget deficit is at \$1.33 million so we are over-receiving what we had estimated which means that we are doing a good job. Patients are still being converted from private pay to Medicaid. We continue to watch our expenses.

9. Subcommittee Reports:

- A. CQI (Continuous Quality Improvement):** CQI Coordinator Mary Harris-Reese submitted a summary of the Primary Care Services Joint Commission Survey Readiness for January 2015. Focus areas are PCMH which teams at each clinic site are diligently working on, and tracer reviews that listed audit items that are being addressed prior to the survey.

This is a very comprehensive and an excellent report that would be very helpful as we prepare with Mary and her team for the Joint Commission accreditation.

- 10. Old Business:** There was no old business discussed at this meeting.

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11. New Business: There was no new business discussed at this meeting.

12. EXECUTIVE SESSION: The Governing Council will go into executive session for the purpose of reviewing executive session minutes to determine whether certain approved minutes can be made open to the public per Illinois State Statute Section 2.06 of the Open Meetings Act.

Member White made the motion to go into executive session. Member McConico seconded the motion. All in favor. None opposed. The motion carried.

Member Ross-Cunningham made the motion to go out of executive session. Member Trujillo-Vargas seconded the motion. All in favor. None opposed. Motion approved.

Member Macrowski made the motion to open the executive session minutes pertaining to the budget (7/16/13, 7/11/14) and the Nominating Committee executive session minutes pertaining to Governing Council candidate interviews (5/30/13, 8/12/13, 2/19/14) and to keep all other executive session minutes closed from the public. Member Ross-Cunningham seconded the motion. Roll Call vote yielded six ayes: Macrowski, McConico, Ross-Cunningham, Tarter, Trujillo-Vargas, White. One Naye vote: Volkert. The motion was approved.

13. Adjournment And Next Meeting:

Thursday, November 20, 2014 at 12:00 noon at the 3010 Grand Avenue Board Room

Member Ross-Cunningham made the motion to adjourn. Member Trujillo-Vargas seconded the motion. All in favor. None opposed. The meeting was adjourned at 1:08 p.m.

Respectfully submitted,

Dorothy Volkert, Secretary